



INSTITUT TEKNOLOGI MARA
FACULTY OF HOTEL AND TOURISM MANAGEMENT

**A STUDY ON EMPLOYEE BENEFITS AND JOB PERFORMANCE IN THE
FAST FOOD SECTOR OF THE FOODSERVICE INDUSTRY.**

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ABSTRACT

This study is concerned with the relationship between employee benefits and job performance in the fast food sector of the food service industry. The purpose of this study is to explore whether employee benefits will have effect on employee performance in fast food industry and it will determine whether a company is capable to provide suitable benefit program to their employees.

The study has two main objectives ; to find the lack of understanding on the current employee benefits in food service operation and the utilization of these benefits as a motivation for improving job performance.

This study will examine what is the most popular benefits program offered, the concept of the benefit itself and the relationship to the performance among foodservice personnel. Questionnaires was distributed to the fast food service personnel around Petaling Jaya and Subang Jaya. There are 732 food related business or premises as documented by Majlis Perbandaraan Shah Alam. As the decision has been made, the sample size is estimated around 100 food service personnel.

The results has been analyzed using Spearman's correlation coefficient. It is proven that, there is a positive strong correlation between employee benefits and job performance. As a conclusion, if the company provide better benefits to the workers it will increase job performance.

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CHAPTER 1: THE PROBLEM

1.1. INTRODUCTION

The foodservice industry is large and diverse. There are two basic segments, commercial and institutional. The former, which includes restaurants and operations in hotels and club, seeks profit as an economic objective. The latter is generally part of a facility that exists for reason other than provision of food; it seeks cost minimization as an economic objective. Institutional foodservice that provides foodservice includes schools, colleges and universities, hospital and nursing homes, correctional institutional, business and industrial facilities and military.

The distinction between commercial and institutional food service is blurring rapidly under pressures for accountability (cost control) and performance (profitability). If a